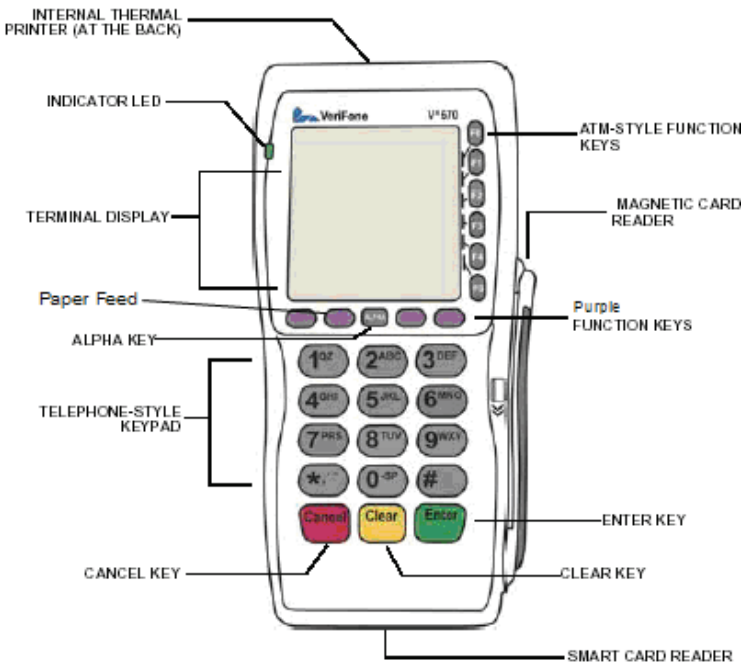
VeriFone
THE WAY TO PAY™

V^x 670

Quick User Guide

Before you start using your V^{x} 670…	
Place the handset on the charging base for 4 hours	• To ensure it is charged before you start using it • To prolong the battery life • PLEASE NOTE: The handset can still be used whilst on the charger
To ensure "optimum connectivity"	• The "comms module" and "handset" have a distance limit of 100 metres only, in an unobstructed area.
Check that you are not in training mode (Demo)	• "Demo" will be displayed on the left of the screen when in training demo mode. • To take out of training/demo mode refer to "training mode" (page 11) • "Training" will be printed on receipts if in training mode.
Read the "Quick User Guide"	• To help you to understand how to use your terminal. • It is important to read the "Important Do's & Don'ts (page 13 & 14)
Ensure that no cables are trailing around the floor	• Think about the health & safety of your staff & customers

Common issues	How can I try to fix this?
My till roll is not printing correctly.	• Check that the "till roll" is inserted correctly - see page 11
The display shows " Host comms error"	1. Is there anything else on the same telephone line that could interfere with the connectivity? such as: fax/phone/alarm system • YES - We recommend, where possible, that they are removed. • NO - Go to 2. 2. Have there been any changes with your telecom provider? • Has the "pre-fix" changed, if YES you will need to call the helpdesk and advise them. 3. Make sure that all cables are securely connected to the terminal & sockets. 4. Check your telephone line is "working" To do this, remove the terminal, plug in a working telephone to the socket and ensure you can make a phone call. • Was this successful? • YES - Call helpdesk for further assistance. • NO - Contact your "telephone line" provider to check the line.
My screen has "frozen"	1. Try turning your terminal off by holding down the cancel button then back on by holding down the enter button • If this does not work, call the helpdesk
I have a "Bad Mac" message?	You need to call the helpdesk to have this re-set
I have a "Tamper Detect" message?	You need to call the helpdesk for assistance.



LED INDICATOR GUIDE		
	Continuous	Faulty Printer
	Fast Blinking	Battery Low
	Slow Blinking	Change Paper
	Continuous	Fully Charged
	Blinks Every 4 Seconds	Sleep Mode
	Blinking	Battery Charging

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How to do a Chip and PIN SALE

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale *Time* Refund Reports		Insert cardholder's card into the card reader.
Card Type Acct *(Card Number)* Amount £0.00		Key in amount in pence (i.e. 1545 for £15.45) and press ENTER.
Card Type Acct *(Card Number)* Amount £15.45Enter PIN		Hand device to customer for entry of PIN (correct mistakes with CLEAR) and confirm amount by pressing ENTER.
Card Type *Acct* Amount £15.45 Dial Primary		The device will now communicate with the bank for authorisation.
Call auth centre *0845 xxxxxxx*		If the terminal displays call auth centre call the number on the screen to obtain a manual authorisation. Press ENTER.
Yes *No* *Print Customer Copy* *Auth Code*		YES press FO No Press F1 Please tear off receipt.
Card Type *Please Remove Card*		Please remove the card and check transaction has been verified and not declined or cancelled.

How to process a REFUND

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale *Time* Refund Reports		Press F2 for refund and insert the card. Refunds can also be swiped or PAN Key entered.
Refund Password:		Key in manager's password to proceed.
Card Type Acct # *Card Number* Amount £0.00		Key in amount in pence (i.e. 1545 for £15.45) and press ENTER.
Card Type *Acct* *Amount £15.45* *Dialling Primary …*		The device will now communicate with the bank for authorisation
Card Type Please remove card		Remove the card and the terminal will print the Merchant's receipt. Tear off.
Yes No Signature Valid		YES press F0 NO press F1
Yes No Print Customer Copy		YES press F0 No press F1 . Check transaction has been verified and not declined or cancelled.

How to do a RECONCILIATION report

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale Time Refund Reports		Press F3 to select reports
Password		Key in supervisor password and press ENTER.
Reports Reconciliation X Report Z Report Terminal Stats		Please select F1 for reconciliation.
Reconciliation One Reconcile? All		Select F1 to reconcile all acquirers.
Reconciliation Streamline Dialling Primary		Your terminal will now communicate with the bank and complete its reconciliation.

Important!

If you have any queries regarding your reconciliation, call the helpdesk on 0845 7616263 on the next working day. This is to ensure they have received your totals from the system.

You have a BANKING WINDOW (the allocated time when your reconciliation should be completed). If you do not know what this is or want to change your slot, contact the helpdesk on 0845 7616263.

How to do a CNP transaction (Customer Not Present)

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale *Time* Refund Reports		Press F1 for sale
Insert Swipe or Enter Account #: Amount £0.00		Key in card details as prompted by device.
Card Type Acct Amount £0.00		Key in the amount and press ENTER.
Card Type *Yes* *No* Customer Present		YES press F0 NO press F1
Card Type Enter CSC		ENTER CSC (3 digit security No. on back of card) Key in CSC (3 digit security No. on back of card) - -press ENTER Key in Address: numbers only - ENTER Key in POSTCODE: numbers only - ENTER.
Card Type Acct Amount Dialling Primary		Your device will now communicate with the bank and obtain an authorisation.
Card Type Data Matched		Results of AVC/CV2 are displayed. Press any key to continue.
Card Type Proceed with TX Yes No		YES press FO NO press F1 Tear off receipt.
Yes No Print Customer Copy Auth Code xxxx		YES press F0 NO press F1 . Check transaction has been verified and not declined or cancelled.

How to do a GRATUITY transaction – restaurant mode

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale *Time* Refund Reports		Insert customer's card or press F1 for sale.
Card Type Acct (*Card Number)* Amount £0.00		Key in amount in pence (i.e. 1545 for £15.45) and press ENTER.
Press any key Then pass to customer Amount £15.45		The device should be passed to the customer.
Yes No Sale: £15.45 Do you want to add a gratuity?		YES press F0. NO press F1.
Please select Gratuity amount 5% 10% 15% Other		5% press F0 10% press F1 15% press F2 Other Press
Sale £15.45 Gratuity £01.00 Total £16.45 Is this correct?		Yes Press F0 No press F1
Card Type Amount £16.45 Enter PIN		Input PIN. Press ENTER.
Card Type Acct (card No.) Amount £16.45 Dialling Primary…		The device will now communicate with the bank and obtain an authorisation.
Yes No *Card Type* Print Customer Copy *?*		Yes press F0 No press. The transaction is now completed.
Card Type Please Remove Card		Please remove the card and check transaction has been verified and not declined or cancelled.

How to set TRAINING mode

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale *Time* Refund Reports		Press 1st purple key on the left to scroll down to next screen.
Date Sale Time Refund Reports		Press F1 to Select Supervisor Menu
Password:		Key in supervisor password to proceed.
Supervisor Training About		Select F1 to enter training mode setting
Training On Training Mode Off *(will show off or on)*		F0 -training mode ON F1 – training mode OFF
Supervisor Training About		Press Cancel to return to main sale screen.

NOTE
before entering TRAINING / DEMO mode - A successful reconciliation must be completed (please refer to page 8)
To remove training mode follow the steps as shown above selecting the relevant option. (training mode OFF)
Whilst in training mode, TRAINING will be printed on the receipts. You must turn off training mode to take live transactions.

HOW TO FIT A NEW TALLY ROLL

The printer is located at the back of the terminal. Pull the cover release button towards you and the lid will open.

Install paper roll as shown in diagram. Unwind an inch or two of paper and close the lid.

Correct care & maintenance of the V^{x} 670

- Keep the device dry. Humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits
- Do not use or store the device in dusty, dirty areas. Its moving parts and electronic components can be damaged
- Do not store the device in extreme hot/cold temperatures or in wet areas. Doing so will result in device damage and/or failure. Terminal operating range 0° to 40° C (32° to 104° F)
- The device should be located away from other electrical equipment.
- Do not attempt to open the device
- Do not drop, knock or shake the device. Rough handling can break internal circuit boards and fine mechanics.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.

Important do's

1. Do be sure to have plenty of terminal tally rolls in stock. NCR are an approved supplier and can be contacted on 0800 289666 or visit streamline.com

2. Do ensure your handset is replaced onto the charging cradle when not in use and at night as software may be updated automatically by us via your phone line.

3. Do please check with us first, if you intend to change your telephone system or move your terminal to another site/line.

4. Do remember to change the paper roll when the red warning line appears indicating end of the roll.

5. Please ensure you perform a reconciliation at the end of every days trading, within your banking window, regardless of whether you have taken transactions or not.

6. Do ensure the comms module is positioned in an open area. to ensure trouble-free comms. E.g. not under bars, in drawers or cupboards.

Important don’ts

1. Don’t pull the paper roll from the printer as this will cause damage. Always use “paper feed” 2nd purple key from the left.

2. Don’t tip the terminal down or at an angle as this could cause the paper to jam.

3. Don’t place terminals under optics or near other wet areas.

4. Don’t touch the battery and charging cradle contacts.

5. Do not store the device in extreme hot/cold temperatures or in wet areas. Doing so will result in device damage and/or failure The terminal should be located in a clean, dry area at room temperature away from other electrical equipment. The terminals operating temperature range is 0 to 40C (32 to 104F)

Merchant ID

For further information about streamline products and services go to: -

www.streamline.com

HELPDESK 0845 761 62 63*

Monday to Friday 8am-8pm
Saturday 9am-6pm
Sunday 10am-4pm
Bank holidays 9am-5pm

*Max call charge from BT landline is 3p per minute. Calls from other networks may vary.
Telephone calls may be monitored and recorded to improve our service.

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